

Microsoft Outlook Web Access 2003 User Guide

How to set up a KUSD E-Mail account (If you don't already have one.)

Fill out the User Authorization form available in your library. The form is also available on the KUSD Intranet <http://advisor.kusd.local/templates> under Information Services.

What to do if you forget your password

If you forget your password go to www.kusd.edu/password and answer the 5 personal questions correctly OR contact the Help Desk for a temporary password to be assigned to you. After that, you can reset your password. In the near future, you will be able to call a phone number. After you verify who you are, a temporary password will be given to you.

Who to contact if you have E-Mail questions

Contact your school computer support personnel or contact the Help Desk at 359-7700 or E-Mail helpdesk@kusd.edu

What to do if you receive a junk mail (unsolicited e-mail)

Forward the junk mail to junkmail@kusd.edu

You can also use the Junk Mail option to set your own junk mail list.

What to do if someone tries to e-mail you but the message is blocked

If a message is blocked, the sender will receive an email back with the following message:

*"Kenosha Unified School District employs advanced email filtering systems to monitor incoming messages. Please do not be offended by your message being blocked. **If you feel that your message should not have been blocked please call the KUSD help desk at 262-359-7700 and we will do our best to rectify the situation...**"*

Also, you can open a line of communication with an outsider (such as a parent) by emailing that person first. By doing this, our email filters recognize the address and automatically allows the mail from that address to come to your mailbox. This will not work if you use mass mailing.

How to prevent E-Mail viruses


- NEVER open an attachment you do not ask for, even if it is sent by someone you know. Also don't click on the Web link in message.
- Call or e-mail the Help Desk if you suspect that you have an e-mail virus.
- If you receive a virus warning from someone, DO NOT forward it to any one. Please forward it to the Help Desk for verification. It may be a hoax.

How to access KUSD Outlook Web Access (OWA) at school or from home

You can access OWA from any computer in the world that has Internet access. To access OWA:

- Start a web browser such as Internet Explorer, Firefox, or Safari, preferably up-to-date version.
- In the address box, in www.kusd.edu/mail
- At the login screen, enter **your user name** (this is the first part of your E-Mail address before @kusd.edu. **DO NOT type in @kusd.edu**

- Press **Tab** to move to the Password box. Then type in your password and press Enter. (**Password is case sensitive.**)



Connect to webmail.kusd.edu

The server webmail.kusd.edu at kusd.local requires a username and password.

User name: jsmith

Password:

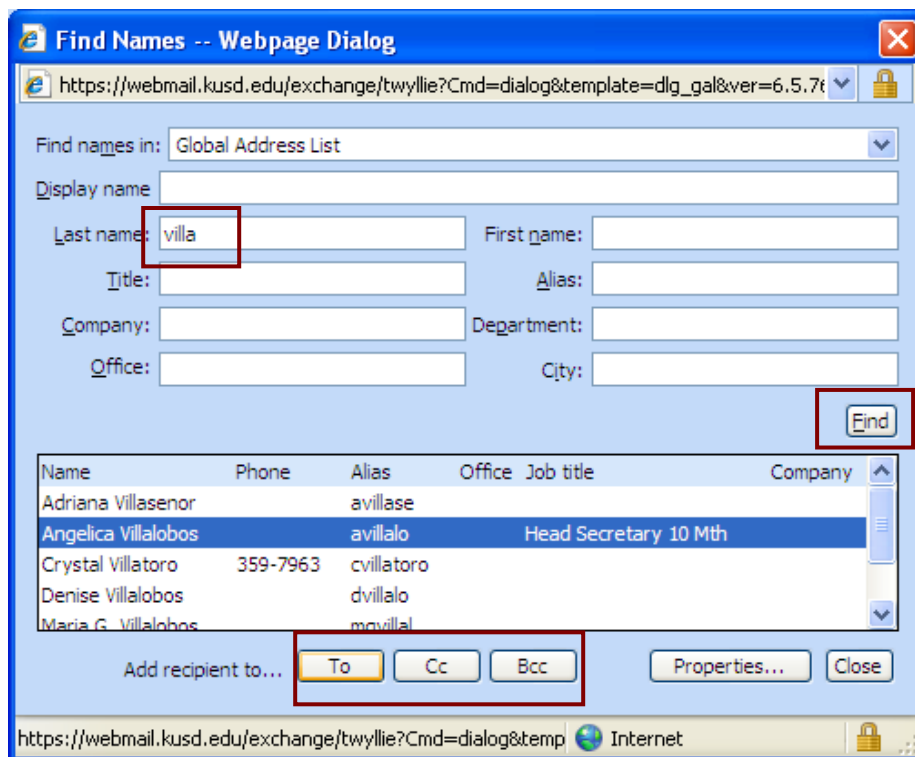
☐ Remember my password

OK Cancel

WARNING: FOR YOUR OWN SECURITY, DO NOT CHECK THE "Remember Password" BOX. ALSO, YOU MUST EXIT THE INTERNET COMPLETELY WHEN YOU ARE FINISHED WITH YOUR E-MAIL. FAILURE TO EXIT COMPLETELY WILL LEAVE YOUR E-MAIL ACCOUNT OPEN TO WHOMEVER USES THE COMPUTER NEXT

How to compose and send a message

- On the toolbar, click the **New** button.
- In the **To** field, if you know the e-mail address, or the first name and last name of the recipient, type it in. Separate multiple names with semicolons (;). You don't need to type @kusd.edu if you are sending a message to a KUSD recipient.



Find Names -- Webpage Dialog

https://webmail.kusd.edu/exchange/twyllie?Cmd=dialog&template=dlg_gal&ver=6.5.7

Find names in: Global Address List

Display name

Last name: villa First name:

Title: Alias:

Company: Department:

Office: City:

Find



Name	Phone	Alias	Office	Job title	Company
Adriana Villasenor		avillase			
Angelica Villalobos		avillalo		Head Secretary 10 Mth	
Crystal Villatoro	359-7963	cvillatoro			
Denise Villalobos		dvillalo			
Maria G. Villalobos		mvillalo			

Add recipient to... To Cc Bcc Properties... Close


https://webmail.kusd.edu/exchange/twyllie?Cmd=dialog&temp Internet


- OR click on the **To** button to bring up the **KUSD global address list**. You need to supply some information, such as Last Name, or First Name. If you are not certain how to spell the name, type only what you know. Then click **Find**. Then select the correct name(s) from the list.
- (Optional) Type in the address in the **Cc** –Carbon Copy and **Bcc** –Blind Carbon Copy fields OR click on the **Cc** or **Bcc** button to bring up the global address list.
- Enter the **Subject** and the message.
- When you are finished typing the message, click the **Send** button.

How to read, reply, or forward E-Mail messages


- To read a message, double-click the message to open it, or select the message; then press **Enter**.
- If you want to reply to the message, click the **Reply**  button on the toolbar.
- Click the **Forward**  button to forward the message to another person.

How to delete a message

- To delete an open message, click the **Delete**  button.
- To delete a message or multiple messages from a folder, first select the messages. With the messages selected, click the **Delete** icon on the toolbar.

Note: All deleted messages are sent to the **Deleted Items** folder. They are not permanently removed until you click the **Empty Deleted Items** icon .

How to recover deleted items

- If you haven't emptied your **Deleted Items** folder, open this folder and search for the message.
- If you already emptied the **Deleted Items** folder, those messages go into the waiting area for 5 days before they are permanently purged from the systems. During the 5-day waiting period, you can retrieve messages from the waiting area.
- To recover deleted messages on a PC, click the **Recover Deleted Items** icon  on the toolbar.
- To recover deleted messages on a Mac select **Options**. Then scroll down to the last item and select **Recover Deleted Items**. This option is available on a PC as well.

How to create an address book or Contacts

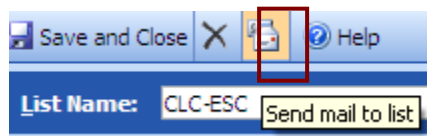
- On the toolbar, click the drop-down menu to the right of **New**. Select the **Contacts** option.
- In the new contact screen, on the **General** tab, type the information you want to include for the contact. Use the drop-down lists to record multiple entries in some fields.

How to create a distribution list

- On the toolbar, click the drop-down menu to the right of **New**. Select the **Distribution List** option.
- In the distribution list screen, give your list a unique name.
- Add a name to the list, one at a time. The name can be an e-mail address, or a first name and last name. You can also click the **Find Names** button to open a dialog window and search for the name you are looking for.

How to send a message to your contact or to your distribution list

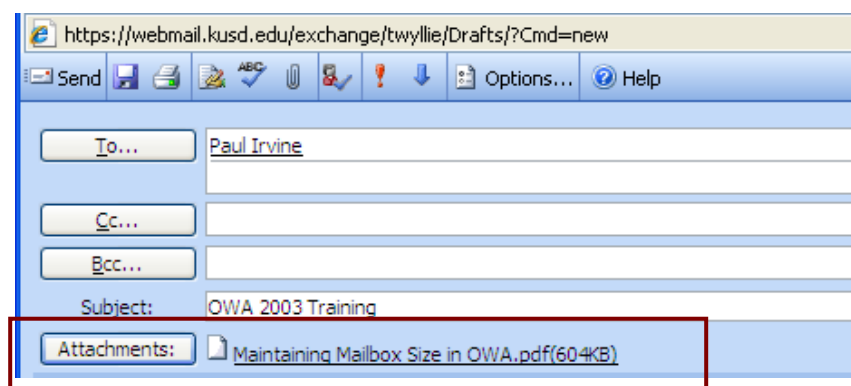
- Open the **Contacts** folder and double-click on the contact or the distribution list you want to send a message to.
- On the toolbar, click the **Send mail to contact** or **Send mail to list** button. The new message form will open, addressed to the contact or the distribution list.



- In the message body, type your message. When finished, click **Send**.

How to attach a file to a message

- While you are composing a message, click the **Add Attachment** button (the paper clip icon).
- Under **Choose a file to attach**, click **Browse** to navigate to the file.
- Then click **Attach** and the file will appear under **Current file attachments**. Repeat steps 1-3 for any additional files you want to attach.
- To return to the message you were working in, click **Close**.
- The file(s) you selected will now appear in the heading beside **Attachments**.



How to read an attached file

- Some attachment can be opened directly by the Web browser. Some need to be downloaded to your computer first before you can open it.
- If you are using a PC, **right-click** on the file name and select **Save Target As**. Select the destination where you want to save the file. If you wish, you can rename the file.
- If you are using a Macintosh, **Ctrl-click** on the attached file icon and select **Download Link to Disk**. In the **Where** box, select **Desktop**. Then open the file from the desktop.

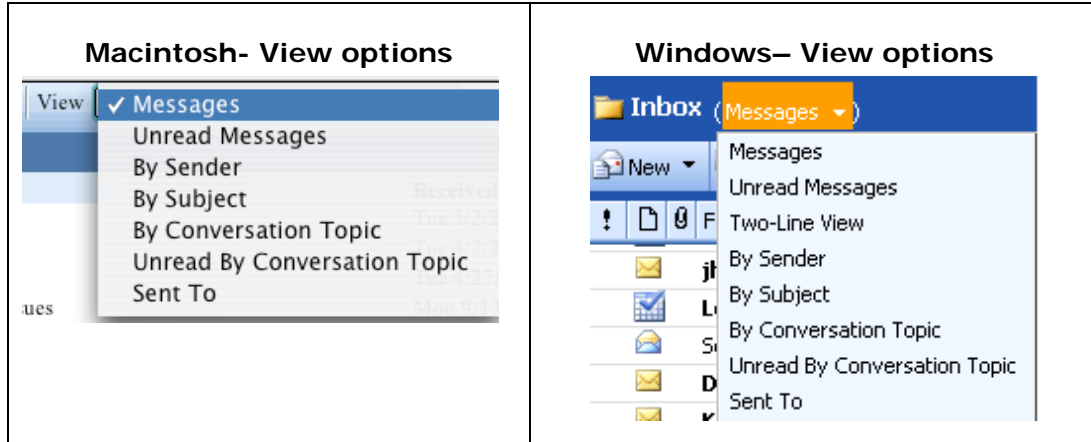
Note: If the attached file is created using software you don't have on your local computer, you may not be able to open the file.

What to do if you can't see all of your messages

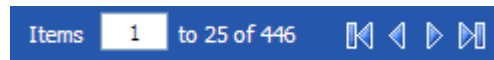
- **On a Macintosh**, scroll toward the right until you see **View** on the top right of the screen. It is possible that **View** has been changed from Messages to

something else (i.e. By sender, By subject, etc.) Change the View back to **Messages**, which will show you all messages, both read and unread.

- **On a pc**, choose the view from the drop-down menu to the right of the active folder's name. For example, if the **Inbox** is open, click the drop down menu to the right of **Inbox**.



Also, make sure you click the left arrow until you get to **Page 1** to view your items.



What is the maximum size or a quota of a mailbox?

We use 2 types of quotas to measure the size of a mailbox.

- The first quota is "**number of items**". The total count of items in your mailbox will not be able to exceed **10,000**. Your mailbox is made up of your Deleted Items, Inbox, Sent Items and Calendar. If the number of items in your mailbox approaches 10,000 you will receive a message notifying you to reduce the number of items. Should the number of items reach 10,000 you will no longer be able to send mail until the number of items falls below 10,000.
- The second quota is "**storage size**". The total storage size of your mailbox will not be able to exceed **500 Mb**. Should the storage size approach 500 Mb you will receive a message notifying you to reduce the size of your mailbox. Should the storage size reach 500 Mb you will no longer be able to send mail until the storage size falls below 500 Mb.

What to do if you receive a warning message about your mailbox size

- On a Macintosh, click the **Folders** button to view all folders.
- Delete any unwanted messages in the folders under your mailbox (i.e. Inbox, **Sent** folder, **Deleted Items** folder, and any personal folders you have created.)
- Then you **MUST** empty the **Deleted Items** folder.
- Download any attached files you want to keep to your local drive. Then delete the original message.

What happens to the message sent to you when your mailbox is over the limit

The message will be sent back to the sender with a notification that your mailbox is currently not accepting new message. Once your mailbox size has dropped below the limit, you will be able to receive new message.

School Board Policy 3535 – Electronic Communication (Personnel)

For the full version of this policy, go to

<http://www.kusd.edu/media/pdf/policy/3000/3535.pdf>

and <http://www.kusd.edu/media/pdf/policy/3000/3535a.pdf>

"The District provides and maintains voice-mail, facsimile machines, computers, Internet access and e-mail for employees' use in order to provide a high quality, efficient environment in which to fulfill District responsibilities. To that end, these systems should only be used for valid work-related purposes.

Your communications and use of these systems shall be held to the same standards as all other professional communications, including compliance with anti-discrimination and anti-harassment policies. Employees who use the systems inappropriately can be subject to loss of access privileges and other appropriate discipline, up to and including discharge. In appropriate uses include, but are not limited to:

- Communications that contain ethnic slurs, inappropriate racial references, sexually explicit, obscene or harassing messages that would constitute harassment of others,*
- Unauthorized attempts to access, retrieve, read or listen to another person's computer, e-mail or voice-mail account without prior authorization,*
- Transmission of sensitive, confidential or proprietary information to unauthorized persons or organizations,*
- Downloading, displaying or printing distasteful or offensive materials, including without limitation "adult", racist or hateful materials, or visual depictions that are obscene, or child pornography, and*
- Illegal or unethical activities or other activities that could adversely impact the District*